State of Montana Information Technology Managers Council

Minutes
November 2, 2016
8:30 a.m.
DEQ Room 111

Members Present:

Sky Foster, AGR, Chair	James Gietzen, OPI
Ron Baldwin SITSD/CIO	⌐Kristin Burgoyne, ART
Mike Bousliman, DOT	Dan Forbes DPHHS
Tim Bottenfield, DOR	Cheryl Grey, DOA
John Daugherty, COR	Angie Riley, MPERA
Larry Krause, DOC	Mark Van Alstyne, SOS
⌐Mandi Hinman, PSC	Joe Chapman, DOJ
⌐Matt Jackson, CSD	Kreh Germaine, DNRC

Staff Present:
Wendy Jackson

Guests Present: Bryan Shaw, Jerry Marks, Joe Frohlich, Manual Soto, John Noble, Barry Fox, Chad Williams, Tom Marino, Matt Pugh, Cheryl Courtney, Chris Hampton, Andrea Keno, Mike Allen, Tom Murphy, Maryann Costello, Becki Kolenberg, Larry Sheldon, James Schneider, Jody Troupe, Alex Ostberg, Chris Hope, Jody Blakely, Jeff Curly

⌐ **Real-time Communication**: Kenny Kyler, Jerry Kozak, Kimberly Warren, Steve Larsen, Linda Kirkland, Amber Godbout, Angie Riley, Phillip English, Gary Brewer, Jennifer Schofield, Chris Bacon, Suzi Kruger, Cyndie Lockett, Sue Leferink, Dale Stout, Stacy Ripple, Tammy Peterson, Tami Gunlock, Thomas Judge, Tyler Weingartner, Irvin Vavruska, Jack Marks, Jerri Lake, Jerry Kozak, Judy Kelly, Lisa Mader, Mandi Hinman, Mike Cochrane, Michael Sweeney Matt Jackson, Mick Peterson, McLean, Michael Sweeney, Dave Nagel, Dan Olson, David Swenson, Erin Stroop, Wes Old Coyote, Zach Day, John Levick, Jessica Plunkett, Anne Kane, Kyle Belcher, Kristin Burgoyne

Welcome and Introductions
Sky Foster welcomed the council to the November 2, 2016 ITMC meeting. All members and guests were introduced.

Minutes
Tim Bottenfield made a motion to approve the October 5, 2016 minutes as presented. John Daugherty seconded the motion. Motion passed.

State CIO Update
Ron Baldwin stated that there will not be a House Bill 10 for this session. Mr. Baldwin addressed a proposal by the agency CIOs to create a list of authorized staff from the Active Directory that will be able to submit tickets to the Service Desk for specific IT service requests. This will include IT specific services related to infrastructure applications. Agency Directors will manage the group membership.
Jerry Marks informed the council that the V Realized Automation service will manage this process. V Realized Automation will restrict the ability of individuals to spin up a server or order storage based on these security groups. Call-in users will be directed to the website to spin up a server. Unauthorized individuals will be directed to contact their IT Administrator.

Action Item: SITSD will create the Active Directory groups and develop the process for how this will function. This information will be presented at the next ITMC meeting.

Mr. Baldwin discussed the issue of the policy software, Policy Tech by NAVEX, utilized by the Department of Administration (DOA) and the Department of Public Health and Human Services (DPHHS). This software is not section 508 compliant. DOA is exploring options regarding policy software and talking with NAVEX to see if they are willing to upgrade their software to 508 compliance standards. The possibility of an Enterprise Solution is also being explored. Mr. Baldwin stated that the Legislative Finance Committee Project Dashboard (LFC) SharePoint site has been updated to increase ease of use. The inventory information collected from the Request for Information (RFI) for the biennial report is being shared with Dawn Pizzini and the Living Disaster Recovery Planning System (LDRPS). This inventory will reside with LDRP and be pulled from there into the performance report every biennium. The biennium report will be published by the end of 2016. A draft of the biennium report will also be presented at ITB in December 2016.

Business
Microsoft True-up
Andrea Keno gave a presentation on the upcoming Enterprise Agreement (EA) renewal. The Microsoft enterprise agreement expires on May 31, 2017. The EA renewal will include the True-up process. Ms. Keno and Ben Callahan will reach out to the departments in January of 2016 to discuss current posture, license inventory and True-up requirements. Ms. Keno will provide license inventory reports for review at this time. True-ups can be completed by submitting an order to SHI or by completing a Zero True-up form. The Microsoft True-up Guide is posted on the ITMC website at http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC. The True-up process will be completed by March of 2017. Renewal postures for individual agencies will then be developed. Final profiles and paperwork will be submitted to SHI by April 2017. There will be a kick-off meeting to prepare agencies for True-up and the next Enterprise Agreement. The date for this meeting will be communicated to the ITMC.

Guest Wireless Demonstration
Jody Troupe gave a brief overview of the new wireless service, Identity Services Engine (ISE), which will replace the current guest wireless. There will be two options, Hot Spot and Registered. Both of these options will be available to agencies and are non-encrypted. Hot Spot is similar to the current guest wireless where the user can accept terms of use. The Registered option requires the user to create an account and will keep a session live for seven days. It is preferred that agencies choose the Registered option due to the increased security available. ISE was rolled out in the Capitol building on November 2, 2016. The old guest wireless will remain in place until users have had time to acclimate themselves to the new system. Complete rollout for ISE will be completed before the next session. A presentation of the new wireless system is planned for the NMG meeting and the IT Conference to provide an awareness of how the technology works.

Alex Ostberg gave a presentation explaining the use of the new wireless system. This presentation is available at http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC. Mr. Ostberg's presentation demonstrated the user experience for the new guest wireless service. With Hot Spot, users will see the Acceptable Use policy. The user will then be redirected to mt.gov. and that connection will stay alive for 12 hours to connect. There is also the option to create a new account which will require a name, email address and company. These credentials will remain valid for seven days. The connectivity between the wireless client and the access point is an encrypted service. The Registered Service and Hot Spot both have a 12-hour window were credentials are not required after the initial log in. The Self-Registered option allows for increased security and user accountability so the that Acceptable Use Policies can be more effectively enforced.

Q: John Daugherty: if a person logs on with their state account and their AD password changes in that seven-day window, do they have to authenticate?
Action Item: Mr. Ostberg will test this scenario and report back to the ITMC with the results.

Q: Mike Bousliman: Is there a concern about employees logging in as a guest and streaming content?
A: Mr. Ostberg: There is an Enterprise Policy that pertains to what services are acceptable for streaming. In addition, many agencies have their own policies on what is acceptable. Much of this is enforced via Web Sense.
Amber Godbout stated that the State of Montana employees must follow the SITSD policy and their agency policy. A document addressing these policies can be found on the ITMC website at

Q: Mr. Bousliman: How will this effect existing wireless deployments? Will we need new controllers?

A: Mr. Ostberg: The deployment of this service is dependent on the access points in the building being on the new 8540 wireless controllers. The Mitchell and the Capitol buildings are the only locations currently migrated to those controllers. There are approximately 200 access points that require new controllers. These access points have been ordered and buildings will be scheduled for a review and replacement of controllers. SITSD will be covering the cost of replacing the outdated AP devices. The progress of this deployment will be reported in the NMG and ITMC meetings.

Q: Kyle Belcher: Will Montana Secure still be available? Are Web Sense policies being applied to Registered Wireless?

A: Mr. Ostberg: Yes, Montana Secure will still be available and Web Sense policies are being applied to the new wireless service.

Ms. Troupe requested that the council develop a workgroup to discuss policy changes and make decisions on how wireless will be deployed around the enterprise. Ms. Troupe will lead this workgroup.

Mr. Baldwin requested that the agencies submit interested volunteers for this workgroup to Jody Troupe. The decisions of the workgroup will be presented to ITMC. There will be an update of this workgroup in the December ITMC meeting. If there are further questions regarding the new guest wireless service, please contact Jody Troupe (jtroupe@mt.gov) or Alex Ostberg (aostberg@mt.gov).

Standing Reports
MT-ISAC Update

Joe Frohlich gave an update on the MT-ISAC October 27th meeting. MT-ISAC is reviewing the Acceptable Use Rules of Behavior document. This document is posted on the MT-ISAC website at http://sitsd.mt.gov/Governance/ISAC. This document is intended for onboarding of new employees and annual renewal for all employees. This document states the internet shall be used for conducting state business, however, agencies may allow incidental, non-excessive, personal use of internet at their discretion. The agency must have a policy that describes this use. There are two consent documents, Appendix A and Appendix B, attached to the Acceptable Use Rules of Behavior. Appendix A is a standard user consent. Appendix B covers access to secure information. Mr. Frohlich encouraged agencies to review this document and provide feedback. The Vulnerability Management Procedure has been approved by the council and posted on the MT-ISAC website. A special workgroup has been assigned to address Data Loss Prevention (DLP). DLP will be turned on for SharePoint online and OneDrive for Business on November 21, 2016. Exchange is not a part of the testing at this time. Updates will be provided at NMG regarding the roll-out of DLP. A special workgroup has also been established for Enterprise Endpoint Protection. The decision was made to use Microsoft Endpoint Protection starting in September 2017. Licenses have been purchased for those that had exceptions for ESET. These users will need to move onto Microsoft Endpoint Protection by September 2017. SITSD will be purchasing licenses for all servers to move to SOFO starting in September 2017. Mr. Frohlich informed the council that the MT-ISAC meeting time and date has changed to the second Wednesday of every month from 1:00 PM to 3:00 PM, beginning in January 2017. The next MT-ISAC meeting will be November 17, 2016 from 11:00 AM to 1:00 PM in DEQ Room 111.

Enterprise IT Financial Workgroup (EITFW)

James Schneider gave an update on Volume 10. All of the agencies have submitted their narratives and surveys. These will be formatted and consolidated into one document. If there are any questions concerning content during this consolidation process, agencies will be contacted for their input prior to revision. This volume will be published along with the Governor's budget on November 15, 2016.

Legacy Systems / End of Life Planning

Dan Forbes stated that the workgroup has met and set the scope for this group to include the mainframe and Oracle Forms and Reports. There will be a solicitation for information from agencies to provide information on what Forms and Reports applications are being utilized. This will allow the workgroup to understand Enterprise needs and discover possible opportunities for agencies to collaborate on replacements.

Mr. Baldwin commented that vendors are interested in making presentations regarding their capabilities. Mr. Baldwin is directing these vendors to the Legacy Systems/ End of Life Planning Workgroup to facilitate these conversations.

Asset Management and Inventory Workgroup
Tim Bottenfield stated that the goal of the Asset Management and Inventory Workgroup is to develop a recommendation regarding an Enterprise Solution to asset management and inventory solution. The workgroup sent out an RFI and has narrowed down the response to three submissions. The workgroup has been in discussions with the Department of Administration (DOA) concerning the next steps which will include a vendor assessment. Mr. Bottenfield asked the council if the workgroup should continue with the vendor assessment or if the DOA should manage this?
Mr. Baldwin suggested that the workgroup continue to function to move the vendor assessment process forward. Data will be collected from vendors and move towards an RFP. This RFP will be sent to agencies for feedback to facilitate the development of an Enterprise Solution.
Mr. Daugherty requested a list of the workgroup members.

Action Item: The Workgroup membership list will be posted to the ITMC website.
Action Item: Mr. Bottenfield will instruct the workgroup to query vendors and request demonstrations. These demonstrations will be open to anyone who wishes to attend.

eGov
Joe Chapman stated that meetings have been held with Oklahoma and Tennessee regarding their approach to eGovernment services. A meeting has been scheduled with Texas to discuss their approach to eGov as well. There will be a solution suggestion put forth to the ITB in December, 2016.
Mr. Baldwin suggested that the notes from these meetings be collected and consolidated into a summary document that may be presented to ITB along with the recommended solution.

Action Item: A summary document and short term solution for eGov will be presented to ITB in December, 2016.

Member Forum/Future Agenda Topics

Public Comment

Important Deadline Review
Action Item: The Important Deadline document will be revised to reflect that Oracle Reports will expire in 2020.
Mr. Frohlich stated that the Agency Security Policy Assessment Tool is not ready at this time. The due date will be revised.
Mr. Baldwin reminded the council that submissions for the IT awards are now being accepted.

Adjournment
Next Meeting
Wednesday December 7, 2016
8:30-10:30
DEQ Room 111

Adjourn
The meeting was adjourned at 10:02 AM